
Events window

The Events window displays recent system alarms and events. The Events window displays active events in a way that lets you quickly view the most important events.

The Events window allows you to view, acknowledge, and clear alarms, and view event preferences. (System events with a severity of critical, major, or minor are considered alarms.) Once you have fixed a problem, you can clear that alarm from the list.

Using the Events window

Once you open the Events window, you can perform the following tasks:

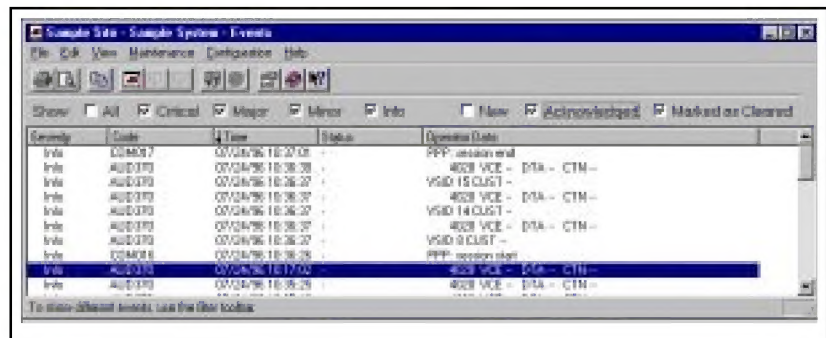
- Get help with any command or data field with a few clicks of the mouse
- Acknowledge an alarm you intend to clear—this communicates your intention to others who may be working on the system
- Locate an alarm in the Event file to identify the cause of the problem
- Learn more detail about an alarm
- Clear an alarm from the list after you have corrected the problem
- Change the severity of an alarm (This action applies to subsequent alarms—not those already in the list.)
- Set an escalation threshold for an alarm type
- Change system event preferences (determines which alarms are displayed and their severities)

Launching the Events window

From the **Maintenance** menu of the System window, select **Events**. If you are not connected to the Meridian 1, the connection login window appears to allow you to connect. Once you have connected, the Events window appears as shown in **Figure 2**.

The Events window provides a list of active alarms and a menu bar from which you can learn more about the events. An alarm remains active until cleared by a MAT user or expired by the system. The column headings identify and describe the alarms. To act on an alarm (such as acknowledging or clearing an alarm) select the alarm and choose an action from one of the menus as described below.

Figure 2
Events window



Getting around in the Events window

The following tools are available to you:

Using the Events toolbar

Use the Events toolbar to perform many of the commands in the Events window menus. Each button in the toolbar is documented in **What's This** help.

Figure 3
Events Toolbar



Using the Filter toolbar

Use the Filter toolbar to select the types of alarms or events that you wish to display in the list. **Figure 4** shows the Filter toolbar. Click to check (or uncheck) an item. For example, you would check **New** and **Critical** to restrict the list to alarms that are new and critical. You can drag the Filter Toolbar to the top or bottom of the window.

Figure 4
Filter toolbar



Sorting the event list

Alarms and events are listed in order of occurrence (they are sorted according to the Time column). You can resort the list according to another column by clicking in that column heading. This is useful for prioritizing your work when dealing with a large number of alarms.

Click to sort in ascending order; click again for descending order. An arrow in the column heading indicates the current sort column and sort order.

Getting more detail on an alarm

If the data does not all fit in a column, you can resize a column by dragging the column divider. You can also use **Properties** in the **File** menu to display complete information about a selected event.

Double click on an alarm, or click the properties button to see reference information in Windows Help.

New critical alarms are indicated by the  icon. The icon disappears when the alarm is acknowledged.

Using shortcuts

You can perform the following common tasks (explained below) from the right mouse button popup menu:

- **Copy** an alarm
- **Select All** alarms
- **Acknowledge** an alarm
- **Mark as Cleared**
- Learn the **Properties** of an alarm
- **What's This?** general help option

Alarm descriptions

The Events window provides several columns of information about each active alarm. You can resize a column by dragging the column divider to make more room for text. **Table 1** describes each column.

Table 1
Columns in the Events window

Column	Description
Severity	The alarm severity (critical, major, or minor) or a non-alarm event (information). An icon indicates an unacknowledged critical alarm.
Code	A code that identifies the event. It includes the error category (for example NWS300) and a five-digit error number.
Time	The date and time that the alarm occurred.
Status	Current alarm status (appears blank for non-alarms). New indicates an alarm has not been acknowledged or cleared. Acknowledged indicates an alarm in the process of being cleared. Marked as Cleared indicates the alarm has been manually cleared.
Operator Data	Data produced by the equipment that generated the event. Contents may vary. Typically includes a description of the event and the equipment affected (component ID information, such as the loop number or TN).

Events window menus

The Events window menu selection are designed to be fully documented in the on-line help. You can use **What's This** help for any menu item or toolbar button.

Determining the cause of an alarm

An alarm may be caused by another system event, such as a BUG message. By examining the events immediately preceding an alarm, you may be able to isolate the source of the problem. Use the scroll bar to browse through the event list. To display help on a selected alarm, double-click the alarm.

Acknowledging an alarm that you intend to clear

You can acknowledge a new alarm to inform others that you will investigate the problem and clear the alarm. Your acknowledgment appears in the **Status** field of the Events window. The Events are update for all MAT users.

Note: You cannot acknowledge events with a status of **Info**, or events that have been marked as cleared.

To acknowledge an alarm:

- 1 Select the desired alarm(s).

You can use the checkboxes at the top of the window to restrict the list to certain types of alarms. Use **<Shift>-click** to select a range of alarms. Use **<Ctrl>-click** to select multiple alarms. To select all alarms, choose **Select All** from the **Edit** menu.
- 2 Choose **Acknowledge** from the **Maintenance** menu or the right mouse button.

Once you acknowledge an alarm, the Status field for all selected alarms in the Events window is marked "Acknowledged."

Marking an Alarm as Cleared

After you fix a problem, you will typically marked the associated alarm as cleared. The term *Mark as Cleared* is used because clearing an alarm only changes its status—it does not actually fix the problem.

To mark alarms as cleared:

- 1 Select one or more alarms in the Events window. You can use the checkboxes at the bottom of the window to restrict the list to certain types of alarms. Use <Shift>-click to select a range of alarms. Use Ctrl-click to select multiple alarms. To select all alarms, choose **Select All** from the **Edit** menu.

Note: You can usually save time by displaying the type of alarm of interest using the Filter bar before selecting individual alarms.

- 2 Select **Mark as Cleared** in the **Maintenance** menu, and click **OK** to confirm.

Acknowledging and clearing alarms is optional. You can clear alarms without first acknowledging them. If you do not clear alarms, the oldest alarms are expired by the system when it reaches the maximum number of alarms.

Note: It is recommended that you clear alarms as you fix problems so that the Events window accurately reflects the state of the system.

When you clear an alarm, the following happens:

- The Alarm Status field for all selected alarms is updated in the System Event File with “Marked as Cleared”
- The counts in the Alarm Banner are adjusted appropriately for all users.

Learning more detail about an alarm

You can use the following methods to learn more about selected alarms:

- Select **Properties** in the **File** menu or click the **Properties** button to see all information for the selected alarm.
- Double click on an alarm to see reference information in Windows Help.

Changing alarm severity or escalation

Use the **Event Preferences** command in the **Configuration** menu to specify the severity of events (critical, major, minor, or event). These options are set on a per-system basis. Typically, you modify these settings only when installing or upgrading the system.

All configuration options have default values that do not usually require modification. The system uses an Event Default Table which predefines the severity of all events.

Viewing the Event Default Table

The Event Default Table contains the default severity settings of all system events. Use the table to verify default settings before adding event preferences.

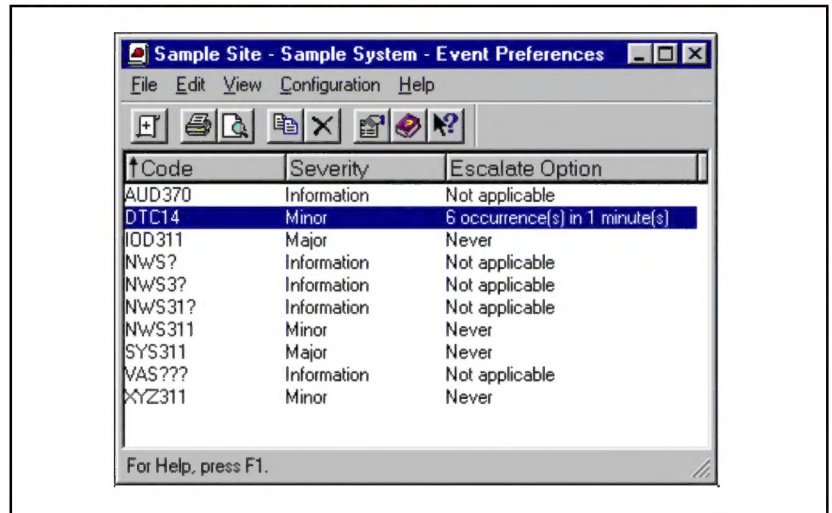
To display the Event Default table, choose **Event Default Table** from the **Help** menu in the Event Preferences window.

Creating and customizing event preferences

You can customize alarms for this system by changing the default alarm severity and escalation threshold using the Event Preferences window (Figure 5). To open the Event Preferences window, select **Event Preferences** from the **Configuration** menu in the Events window.

Before changing an alarm definition, you may wish to look up the default settings in the Event Default Table. See [“Viewing the Event Default Table” on page 14.](#)

Figure 5
Event Preferences window



Creating an Event Preference Definition

- 1 Choose **Event Preferences** from the **Configuration** menu—the Event Preferences window appears.
- 2 Choose **Add Event Preference** from the **Configuration** menu. The **Event Preference Properties** sheet appears—see [Figure 6](#).

Figure 6
Event Preference Properties sheet

The screenshot shows a Windows-style dialog box titled "Sample Site - Sample System - Event Preference Properties". It has a "General" tab selected. Inside the tab, there are two input fields: "Code" with the text "DTC14" and "Severity" with a dropdown menu showing "Minor". Below these is a section titled "Escalation Options" which contains a checked checkbox labeled "Escalate" and a text box labeled "Escalation Count" containing the number "6", followed by the text "occurrence(s) in 1 minute(s)". At the bottom of the dialog are four buttons: "OK", "Cancel", "Apply", and "Help".

- 3 In the **Code** field, type the alarm or event ID.

The ID includes the event category (such as **BUG**, or **NWS**) and the five-digit event number.

You may use the wildcard symbol **?** to represent a group of error code numbers. For example, **NWS3??** represents all error codes between NWS300 and NWS399.
- 4 To change the alarm severity, press the down arrow in the **Severity** field and choose a setting from the popup menu.

- 5** To change the escalation threshold, check the **Escalate** box. Type a number in the **Escalation** field.

The escalation setting defines the maximum number of times an event can occur within a defined period of time (the global time window) before it escalates to the next higher level of severity. For example, if you set escalation to “10 occurrences in 1 minute” for a minor alarm, the alarm will escalate to a major alarm when it occurs more than 10 times within a 1 minute period.

The global time window is set in the Meridian 1, and can range from 0 to 60 seconds.

- 6** Click **OK**.